

## List of Claims

1 - 15 (cancelled)

16. (previously presented) A method of monitoring a provision of a service comprising the steps of:

establishing a communication link with a live agent of a service provider that originates from a customer;

monitoring an exchange of information between said customer and said live agent of said service provider, and said exchange of information relating to a service;

triggering an action if said monitoring step detects a predetermined condition, and said predetermined condition includes at least one of a predetermined utterance, a predetermined keyed entry, and a predetermined change in a qualitative aspect of a spoken portion of said exchange of information; and

said action includes requesting feedback from said customer regarding said service before the communication link is terminated.

17. (original) The method of claim 16 wherein said communication link includes at least one of a wireless link, a telecommunications link, an internet link and an ISDN link.

18. (original) The method of claim 16 wherein said predetermined change includes at least one of a change in voice tonal quality and a change in voice volume.

19. (previously presented) The method of claim 16 wherein said exchange of information occurs between said customer and said live agent of said service provider; and

said predetermined change includes a change in tonal quality in utterances originating from at least one of said customer and said live agent.

20. (original) The method of claim 16 wherein said predetermined utterance includes a predetermined word.

21. (previously presented) The method of claim 16 wherein said exchange of information occurs between said customer and said live agent of said service provider; and

said predetermined utterance includes a predetermined word originating from at least one of said customer and said live agent.

22. (previously presented) The method of claim 16 wherein said action includes alerting another live agent of said service provider before said communication link is terminated.

23. (original) The method of claim 16 wherein said exchange of information occurs between said customer and a first live agent of said service provider; and  
said action includes alerting a second live agent of said service provider before said communication link is terminated.

24. (previously presented) The method of claim 16 wherein said action includes recording data relating to said exchange of information and data identifying said live agent.

25. (original) The method of claim 24 wherein said exchange of information occurs between said customer and said live agent of said service provider; and  
said data includes at least one of said predetermined condition and an identity of said live agent.

26. (cancelled)

27. (original) The method of claim 16 wherein said establish step is performed with a plurality of different customers; and  
said monitoring step is performed on an intermittent sampling basis.

28. (previously presented) The method of claim 16 wherein said establish step is performed with a plurality of different customers; and  
said action includes at least one of alerting another live agent of said service provider, recording data relating to said exchange of information and requesting feedback from said customer regarding said service; and  
said monitoring step is performed on an intermittent sampling basis.

29. (previously presented) A system for monitoring a provision of a service comprising:  
a communication link between a customer and a live agent of a service provider that originates from said customer;  
an exchange of information between said customer and said live agent said service provider, said information relating to a service;  
a monitoring device coupled to said communication link;

a triggered action if said monitoring device detects a predetermined condition that includes at least one of a predetermined utterance, a predetermined keyed entry, and a predetermined change in qualitative aspect of a spoken portion of said exchange of information;  
a customer feedback system; and  
said triggered action includes an activation of said customer feedback system before said communication link is terminated.

30. (original) The system of claim 29 wherein said communication link includes at least one of a wireless link, a telecommunications link, an internet link and an ISDN link.

31. (original) The system of claim 29 wherein said monitoring device includes at least one of a voice tonal change detector and a voice volume change detector; and  
said predetermined condition includes at least one of a change in voice tonal quality and a change in voice volume.

32. (original) The system of claim 29 wherein said monitoring device includes a speech recognition subsystem.

33. (original) The system of claim 29 wherein said monitoring device includes a keyed entry recognition subsystem.

34. (previously presented) The system of claim 29 wherein said triggered action includes an alert to another live agent of said service provider before said communication link is terminated.

35. (original) The system of claim 29 further comprising a recorder coupled to said communication link; and  
said triggered action includes an activation of said recorder.

36. (previously presented) The system of claim 35 wherein said exchange of information occurs between said customer and said live agent of said service provider; and  
said recorder stores data that includes at least one of said predetermined condition and an identity of said live agent.

37. (cancelled)

38. (original) The system of claim 29 wherein said service provider provides services to a plurality of different customers; and  
said monitoring device is activated on an intermittent sampling basis.

39. (previously presented) The system of claim 29 wherein said service provider provides services to a plurality of different customers; and  
said monitoring device includes at least one of a voice volume change detector, a voice tonal change detector, a speech recognition subsystem and a character string recognition subsystem;  
said action includes at least one of an alert to another live agent of said service provider, an activation of a recorder and an activation of said customer feedback system; and  
said monitoring device is activated on an intermittent sampling basis.

40. (previously presented) The method of claim 16 including a step of associating feedback from said customer with telecommunications server data that includes data that identifies said live agent.

41. (previously presented) The system of claim 29 further comprising a customer feedback system;  
said triggered action includes an activation of said customer feedback system before said communication link is terminated; and  
said customer feedback system including means for associating feedback from said customer with telecommunications server data that includes data that identifies said live agent.